

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

January 2016

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CLC6342, IER6342	ACN Communications Services, Inc.	Billing	Slamming	2
			Total ICs	2
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	17
		Billing	Cramming	1
		Billing	Discountputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	11
		Billing	Other Charges	3
		Billing	Out of Service Credit - OOS	2
		Billing	Payment Error	1
		Lifeline	LLB Address Error	4
		Lifeline	LLB Application Request	20
		Lifeline	LLB Approved for Discount	6
		Lifeline	LLB Discount Switched to Other Carrier	5
		Policy and Practices	Abusive Marketing	6
		Policy and Practices	Safety	6
		Policy and Practices	White Page Listings - Telephone Directory	1
		Service	Call Quality	5
		Service	Delayed Orders/Missed Appointments	14
		Service	Discountconnected In Error	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	19
Service	Refusal To Serve	1		
			Total ICs	126
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Policy and Practice	Abusive Marketing	1
		Policy and Practice	Safety	1
			Total ICs	4
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	8
		Billing	Bill Not Received	1
		Billing	Bundled Services	1
		Billing	Cramming	2
		Billing	High Bill	6
		Billing	Other Charges	3
		Billing	Payment Error	2
		Billing	Slamming	1
		Policy and Practice	Abusive Marketing	3
		Service	Outage	1

Utility Code	Utility Name	Category	Subcategory	Count
CLC7118	Birch Communications	Billing	Slamming	2
		Policy and Practice	Abusive Marketing	2
			Total ICs	4
CLC6764, CLC7222	Blue Casa Telepone, LLC	Billing	Other Charges	1
			Total ICs	1
CER4412	Budget Mobile; Budget Mobile LifeLine	Lifeline	LLB Address Error	1
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Federal Program/Equipment	4
			Total ICs	7
CLC6878, CLR6878, IEC6878	Charter	Policy and Practice	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	2
			Total ICs	3
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom	Billing	High Bill	1
			Total ICs	1
CLC5698, IEC5698	Comcast Digital Phone	Billing	Early Termination Fee - ETF	1
		Policy and Practice	Safety	1
			Total ICs	2
CLC1015, LEC1015	Consolidated Communications	Billing	Other Charges	1
			Total ICs	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bill Adjustment	1
		Billing	Cramming	1
		Billing	High Bill	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	2
		Policy and Practice	Abusive Marketing	2
		Service	Call Quality	1
			Total ICs	9
CLC5429, IEC5429	Frontier Communications of America, Inc.	Service	Call Quality	1
			Total ICs	1
CLC5427, IEC5427	IDT America Corp.	Billing	Other Charges	1
			Total ICs	1
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CER4442	Life Wireless	Lifeline	LLB Address Error	1
		Lifeline	LLB Federal Program/Equipment	1
			Total ICs	2
CLC6568, IER6568	Met Tel	Billing	Early Termination Fee - ETF	1
			Total ICs	1
CEC3079	MetroPCS	Billing	Bill Adjustment	1
			Total ICs	1
CLC5502, IEC5502, CLR5502	Preferred Long Distance, Inc.	Billing	Slamming	1
			Total ICs	1
CLR7002	Sonic Telecom, LLC	Billing	Out of Service Credit - OOS	1
		Policy and Practices	Abusive Marketing	1
			Total ICs	2

Utility Code	Utility Name	Category	Subcategory	Count
CLC7055, IER7055	Southern California Telephone Company	Policy and Practices	Abusive Marketing	1
			Total ICs	1
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	2
		Billing	High Bill	3
		Billing	Other Charges	2
		Billing	Payment Error	1
		Billing	Slamming	1
		Lifeline	LLB Approved for Discount	5
		Lifeline	LLB Federal Program/Equipment	13
		Policy and Practices	Abusive Marketing	5
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	1
		Service	Discountconnection Non Payment	1
			Total ICs	36
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	4
			Total ICs	5
CER4411	Tag Mobile, LLC	Lifeline	LLB Federal Program/Equipment	2
			Total ICs	2
LEC1010	TDS Telecom	Service	Outage	1
			Total ICs	1
IER6725	Teledias Communications, Inc.	Billing	Slamming	1
			Total ICs	1
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Bill Adjustment	1
			Total ICs	1
IER6444	Teleuno, Inc.	Billing	Cramming/3rd Party Billing	1
			Total ICs	1
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Bill Adjustment	1
		Service	Number Portability - Wireless or Landline	1
			Total ICs	2
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	3
		Billing	High Bill	2
		Service	Dead Zones/Dropped Calls	1
		Service	Discountconnected In Error	1
			Total ICs	7
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Policy and Practices	Abusive Marketing	1
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	5
CER4386, CER4438, IEC5378	Verizon Business Services	Service	Outage	1
			Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
CER4439, CLC1002, LEC1002	Verizon California, Inc.	Billing	Bill Adjustment	10
		Billing	Discountputed Customer of Record	1
		Billing	High Bill	1
		Billing	Other Charges	3
		Lifeline	LLB Application Request	5
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	2
		Lifeline	LLB New Phone Service Not LL Eligible	1
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	3
		Service	Delayed Orders/Missed Appointments	5
		Service	Discountconnected In Error	2
		Service	Outage	3
				Total ICs
CEC3029	Verizon Wireless, LLC	Billing	Bill Adjustment	7
		Billing	Discountputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	4
		Billing	Other Charges	6
		Billing	Out of Service Credit - OOS	1
		Policy and Practices	Abusive Marketing	8
		Policy and Practices	Robo Calls/ADAD	1
				Total ICs
			Total ICs Sent ¹	328

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.